AMC Quality Federation (AQF) for a Transforming Army

Presented to:

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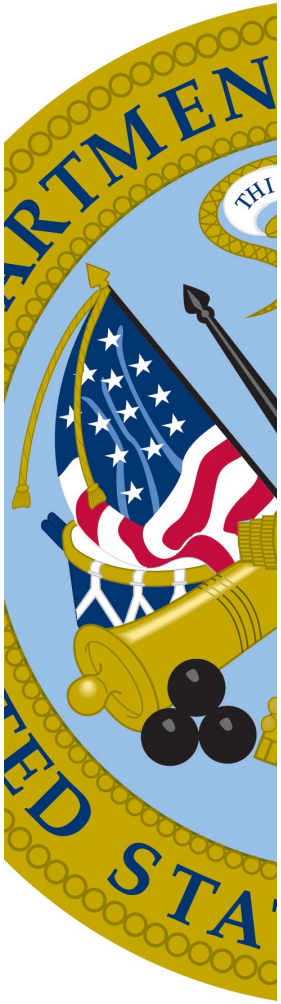
12 Jan 2004

Bottom Line Up Front

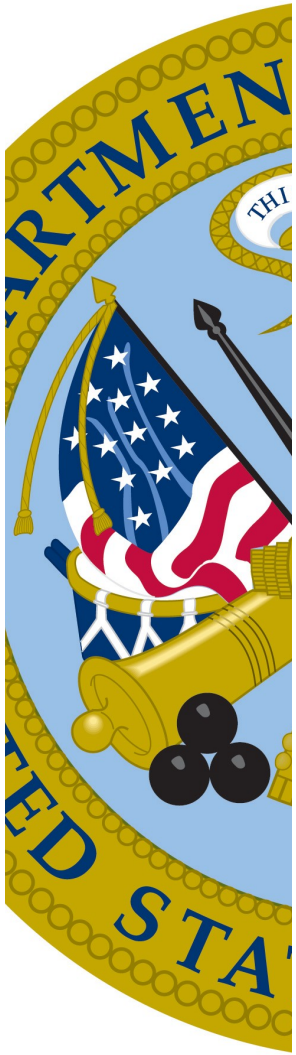
- Quality & System Assurance (Q&SA) plays a Pivotal Role in Army Transformation
- The AMC Quality Federation (AQF) is an AMC Community of Practice (COP) that provides a *virtual, integrated* business framework through which *quality issues can be addressed, evaluated and acted upon*
- The AQF has created a strategic vision for the long-term *integration of core quality competencies and processes*. This Strategy is called ”Quality for the 21st Century” (Q_{21})
- The AQF is Adding Value to the Army’s Mission
- Long-term Stability Necessitates Command-level Involvement

Status of Army Quality



- Subset of Systems Engineering (ASAALT)/Industrial Operations (AMC) at HQ
  - Resources Limited
  - Increasing Reliance Upon Sub-Commands
- De-Centralization in Several Commodity Areas
  - Strained (but Improving) Intra-Army Quality Communication
  - Some Quality Professionals Managed by PEOs/PMs
  - Functional Integrity/Core Competencies in Jeopardy
- Acquisition Community Reorganized

Army Quality Challenges



- Risk-based/Business-based Implementation of Commercial Quality Practices
- Support to “Acquisition Excellence” Principles
- The Army needs to be an Educated Customer and Proactive Partner
  - Proficient in Related Competencies
  - Provide Detailed RFP/Contract Language
    - Basic Quality
    - Advanced Quality/Quality Engineering
    - Continuous Improvement Partnerships
  - Funding Profiles & Contract Incentives Consistent w/ Life Cycle Objectives
  - Risk-based Quality Supplier Management
    - Partnership with DCMA, et al.

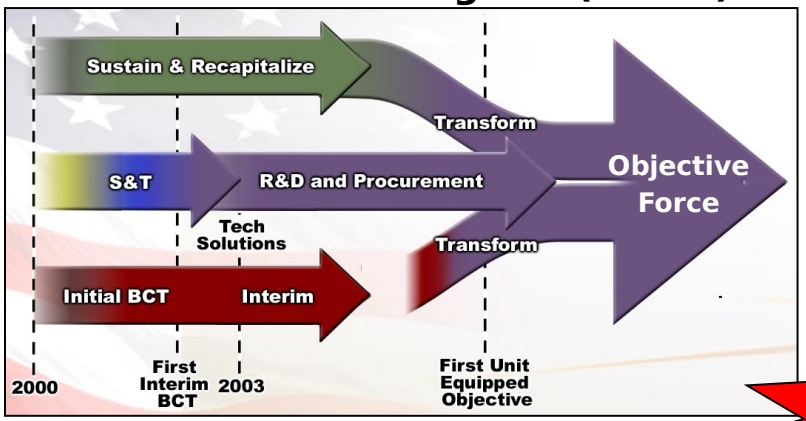
Transformation Quality Roadmap

Skilled Industrial Base

Robust Designs & High-Quality Products

Army Transformation Reliability Improvement Program (ATRIP)

High RMS Systems



Reduced Logistics Footprint

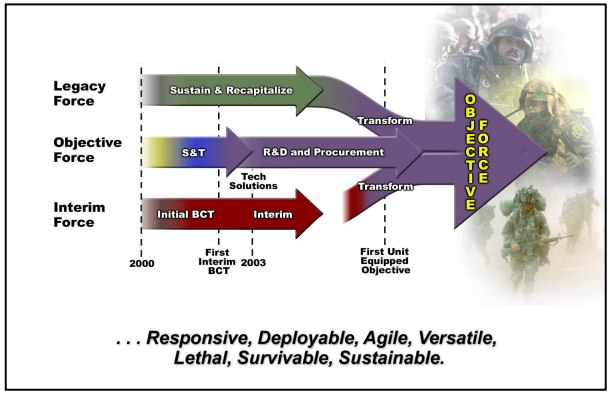
Shortening the Acquisition Life Cycle

Light Response w/ Heavy Lethality &
Reduced Life Cycle Cost

MS of Objective Force Systems = *f* (Design Reliability, Life Cycle Qualit

Transformational Quality

- Army Transformation Requires an Evolution in Life Cycle Quality Management
- Army Quality must Add Value to Program Managers to Remain Relevant
  - Materiel & Process Performance
  - Total Ownership Cost
  - Program Risk
- Army Quality must Possess the Necessary Skills, Tools and Techniques



AMC Quality History

- AMC Product Assurance & Test Directorate (S.J. Lorber)
  - Disbanded in the Late 1980's
  - De-centralization of Quality
- Product Assurance Quality Management Board (PAQMB)
  - Formed in the Early 1990's
  - Championed by AMC Principle Deputy for Acquisition (D. Adams)
  - Discussed Quality Issues
  - No Coordinated Activity
- HQ AMC Quality Mission Currently Resides with Deputy G-3 for Industrial Operations
  - One 1910 Position
  - Too Many Hats to be Fully Engaged
  - Quality Fragments in Other Divisions, i.e. Current OPS, Support OPS
- AMC Quality Federation
  - Formed in 2000

AMC Quality Federation (AQF)

What is it?

- A seamless, integrated, virtual structure that leverages quality resources from all AMC organizations to support the Transformation of the Army
- An AMC Quality Community of Practice
- The Single Voice for AMC Quality
- Chaired by the Director for Quality Engineering & System Assurance, RDECOM-ARDEC

Who is it?

- AMCOM
  - LEAD
  - CCAD
- CECOM
  - TYAD
- JMC
- RDECOM
- TACOM
  - GSIE
  - RRAD
  - ANAD
  - SIAD
  - WVA

Stakeholders: ASA(ALT) Partners: DCMA, NASA, JDPA A

AMC Quality Federation (AQF)

Why it was Formed?

- Superceded PAQMB
- Modeled after TACOM Quality Federation
- Championed by AMC Principle Deputy for Acquisition (G. Tull & S. Flavin)
- Lead/Facilitate AMC Quality Transformation
- Provide AMC with a strong, cohesive and comprehensive quality voice
- Create a business environment to share best practices and maintain core competencies
- Leverage scarce quality resources

AQF Strategic Vision – Q_{21}

Solution Set #1:

Internal Quality Management

(Improve Ourselves)

- Core Competencies
- Quality SPIs
- IDEs

STRONG TOOLKITS

- ISO/AS/Q S
- LEAN/6σ
- CMMI
- ATRIP Tools

Partners:

NASA

DEFENSE CONTRACT MANAGEMENT AGENCY
DEPARTMENT OF DEFENSE

J.D. POWER AND ASSOCIATES

Solution Set #2:

Quality Supplier Management

(Improve our Suppliers)

- Supplier Management Evolution
- Gov't & Commercial Partnerships
- Use of Past Performance Info
- Promote & Incentivize World

AQF Initiatives

- AMC CG briefed CQSDI March 03 on behalf of AQF
- Transformed/Redeveloped Independent Quality Organizations at CCAD, RRAD and ANAD
- Partnerships with NASA, OSD, ASA(ALT), DCMA, etc
  - Reference, 8 Oct 03 MOA with NASA
- AQF is the recognized Quality Voice for RDECOM
  - Reference, 19 Sep 03 RDECOM Memorandum
- ATRIP, LMP, Lean/6σ, and a J.D. Power's Voice of the Customer Pilot
  - JDPA Brief to ASA(ALT), Date TBD
- Common Toolkits
- Collectively working initiatives, i.e. AMC PQDR Steering Committee
- Established an AQF Liaison at AMC HQ

AQF Liaison

- Assigned to HQ, AMC
  - Effective May 2003
  - Office of the Deputy G3 for Industrial Operations
- Objectives:
  - D.C. Area AQF POC
  - Proactive Customer Satisfaction
  - Q&SA G2
  - Facilitate/Coordinate AQF Initiatives
    - Core Competencies
    - Process Transformation
    - Lean/6σ
    - Supplier Management
    - Partnerships

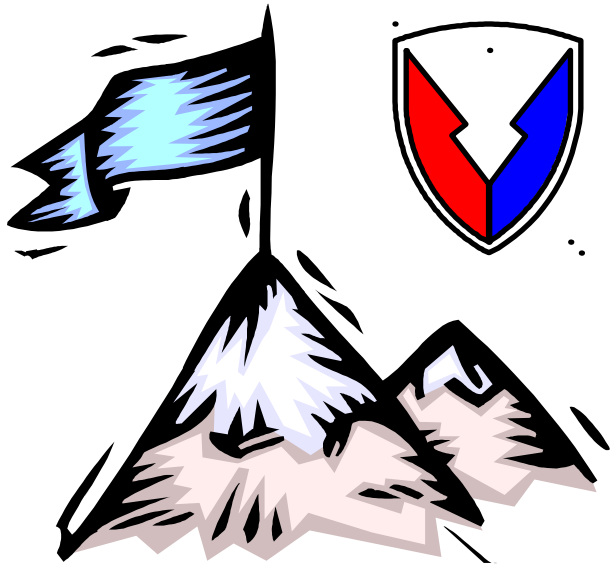
AQF Benefits to AMC

- AMC's Source for Corporate Knowledge on Quality
- Vehicle through which to Evolve AMC Quality Practices
- Promotes Quality Data-Exchange & Lessons-Learned Across AMC
- The Single "Face" of AMC Quality to the Outside World, including;
  - ASA(ALT)
  - OSD
  - NASA
  - DCMA
- Ready Source of Quality POCs to Tap for Quick Response
  - DCMA DFARS cases
  - Joint PQDR AR 702-7
  - De-stalled the PQDR LMP issues

The Role of the G-3?

- 2-Star HQ Quality Champion/Advocate
- Monitor AQF Activities
  - Periodic Reviews
- Make Recommendations to AQF
  - HQ Vision
  - Set Priorities
  - New Initiatives
  - G2
- Promote & Facilitate “Beltway” Partnerships
- Help Acquire Needed Resources
- Consolidate HQ Quality activities
  - Direct, independent line to G-3
  - Align quality functions under a single group/identify quality POCs from other G-3 divisions as matrixed support

Take-a-Ways



- Quality is Important for Transformational Success
- HQ Resources are Limited
- The AQF Q_{21} Strategic Vision Focuses on Essential Issues
- AQF Provides the Required Leadership & Competencies
- AQF Partnering with AMCOPS-IB
- A G-3 Quality Champion provides needed HQ Visibility